



## **JOB DESCRIPTION AND KEY RESPONSIBILITIES**

<b>JOB TITLE</b>	Care-Coordinator
<b>REPORTS TO</b>	Senior Care-Coordinator / Registered Manager
<b>RESPONSIBLE FOR</b>	Care Staff Coordination and Service Delivery Oversight

### **Main Purpose of the Role**

As a Care Coordinator, you will play a critical leadership role in planning, coordinating, and overseeing the delivery of high-quality care services in the community. You will act as a liaison between care staff, service users, families, and external agencies to ensure that service users receive effective, person-centred, and safe care. Your role will be instrumental in ensuring compliance with internal policies, CQC standards, and the ongoing development of care teams.

### **Essential Requirements**

- Minimum of **2 years'** experience in the health and social care sector or equivalent.
- **NVQ Level 3** (or higher) in Health and Social Care or related discipline.
- Experience in staff supervision, care planning, and service coordination.
- Excellent communication and interpersonal skills.
- Ability to multitask, work under pressure, and solve problems effectively.
- Strong knowledge of regulatory standards (CQC) and safeguarding procedures.
- IT proficiency, particularly in care management systems and Microsoft Office.

**Please note:** This list is not exhaustive. Relevant experience, transferable skills, or equivalent qualifications will be considered where appropriate.

### **Main Duties and Responsibilities**

- Coordinate the delivery of high-quality, **person-centred care** based on individual care plans and risk assessments.

- Allocate and schedule care workers effectively to ensure all service user visits are covered, including during staff absences.
- Conduct initial assessments, reviews, and **risk assessments** for new and existing service users.
- Maintain up-to-date and accurate records in line with regulatory and company standards. Be the first point of contact for service users, family members, and staff, resolving concerns and queries promptly and empathetically.
- Ensure service continuity by **covering care visits where necessary** and facilitating appropriate staff handovers.
- Monitor and audit care plans, daily logs, **MAR charts**, and other documentation to ensure quality and accuracy.
- Ensure **compliance** with safeguarding, health and safety, infection control, and other statutory regulations.
- Support recruitment efforts, including interviewing, onboarding, and training new staff.
- Conduct regular spot checks and **supervision visits** to evaluate the quality of care delivered.
- Organise and deliver staff training and development sessions in line with individual and team needs.
- **Build and maintain** positive relationships with local authorities, NHS teams, and other health and social care professionals.
- **Promote a culture** of respect, dignity, and inclusivity among care staff and service users.
- Participate in the on-call rota and provide out-of-hours support as needed.
- Contribute to service improvement initiatives, audits, and regulatory inspections.
- Keep up-to-date with **safeguarding legislation** and best practice.
- Ensure the secure storage, handling, and transmission of sensitive personal information in compliance with **GDPR and internal data** protection policies.
- Actively promote the organisation's **values** of dignity, compassion, professionalism, and person-centred care in every interaction.

## Professional Boundaries

To maintain professionalism and integrity, Care Coordinators must:

- Demonstrate **impartiality** and **fairness** in dealing with staff and service users.
- Refrain from accepting gifts or personal favours from service users, families, or staff.
- Maintain **confidentiality** in accordance with company policy and data protection laws.
- **Avoid** personal involvement in staff conflicts; escalate unresolved issues to management.
- Communicate with professionalism - verbal, written, and digital - including refraining from unprofessional use of social media.

## Staff Supervision and Development

- Conduct regular 1-to-1 supervision meetings, appraisals, and performance reviews.
- **Identify** staff training needs and coordinate access to relevant learning opportunities.
- Support a **positive team culture** through mentorship, support, and feedback.
- Address performance issues constructively and in line with HR procedures.

## Health & Safety Responsibilities

- Uphold all company **health and safety policies** and ensure staff compliance.
- Carry out **risk assessments and incident investigations** where required.
- Ensure safe working practices in homes and community settings.
- **Report and respond** to hazards or breaches in safety protocols immediately.

Employees must comply with **Section 7 of the Health and Safety at Work Act**, ensuring their own safety and that of others. Follow all company health and safety policies and report any hazards or concerns immediately.

## Additional Information

This role requires flexibility, and duties may be amended or supplemented to reflect service needs.

The Care Coordinator is expected to undertake any other duties reasonably assigned by management in support of the organisation's goals.

Name:
Signature:
Date:

**Application forms to be sent to the address below**

**FAO Raj Kaur  
Actual Care Services Ltd  
C/O HR Department  
110 Grove Lane  
Handsworth,**

**Birmingham**

**B21 9HA**

**0121 507 0088 / 07938 321 917**

**Email: [info@actualcare.co.uk](mailto:info@actualcare.co.uk)**